

Overview of Monthly Activity

The Bureau received 109 (53 were received electronically) complaints during the month of September 2015.

122 (68 electronic) complaints were closed

1 required more information to proceed with an investigation

3 were closed due to lack of Bureau jurisdiction

28 were dismissed for no violation

8 were referred back to the DOC

80 complaints were investigated

6 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

12 (7 electronic) complaints were substantiated (see below)

68 were unsubstantiated due to no violation of policy and/or procedure existing

7 complaints remain open (2 from August and 5 from September)

The Bureau also corresponded with another 114 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Branchville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has lost over 35 pounds due to not being able to swallow and he's not been able to get medical care. He filed a grievance and was given a swallow test, but hasn't received results and condition seems to have worsened because now he's choking food back up with blood in it.
Basis for Claim	HCSD 1.05 Offsite Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, IDOC Healthcare Services Director.

Outcome The offender was seen and began receiving further treatment.

Follow-up No follow-up necessary as the offender is receiving further treatment.

2. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary Offender complained that he has seizures and is need of a bottom bunk pass because has been falling from his top bunk while having seizures.

Basis for Claim HCSD 2.12 Treatment Planning

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was approved for a bottom bunk pass for safety and precautionary reasons.

Follow-up No follow-up is necessary as the offender was moved to a bottom bunk.

3. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he injured his knee and it was swollen and bruised. When he told custody about it they told him to fill out a healthcare request form and he would be seen the next day for it.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was seen the next day and provided further care.

Follow-up No follow-up necessary, as the offender has been seen and has received appropriate care.

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has not been receiving his HIV medications correctly.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender received his medication.
Follow-up	No follow-up is necessary, as the offender has received his medication.

5. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had fallen and hurt his knee two weeks ago, but had not received medical care for it. His knee was swollen and he said that he could barely walk.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	He was seen and treated.
Follow-up	No follow-up necessary as the offender received the care needed.

6. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he was not receiving the medication that he needs.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The facility did not follow policy in properly ordering the medication.

Outcome The facility reviewed its medication ordering procedures as well as their non-formulary request procedures to ensure future breakdowns do not occur. The offender received the medication.

Follow- up Follow- up in 30 days to ensure he receives next month's medication on time.

7. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary Offender complains that the medication that he had been taken had been abruptly stopped.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The electronic record was recorded wrongly indicating the wrong levels.

Outcome The medication was prescribed again to the offender.

Follow-up No follow-up necessary, as the offender is now receiving the medication.

8. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he has had a knee injury since May and has submitted healthcare request forms, but has not seen a doctor and needs further care.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The offender was seen in July for a second nurse protocol, but was never placed on the schedule for the provider or referred to the provider.

Outcome The offender was seen by the provider and received further care.

Follow-up No follow-up necessary, as the offender has now received appropriate care.

9. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he fell and was seen by medical, but was not seen by a doctor and is in need of further care.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had been seen by a nurse and should have been referred to a provider, but had not been.

Outcome The offender was seen by a provider and given appropriate care.

Follow-up No follow up necessary as the offender has received care.

10. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is out of blood pressure medication, heart medication, high cholesterol medication and seizure medication.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director. The medications were not ordered in time for the offender to receive the medications without missing doses

Outcome The facility is working with the pharmacy to ensure this doesn't occur again.

Follow-up Follow-up in 30 days to ensure the offender receives the medications timely.

Assists

1. Miami Correctional Facility

Complaint Type Classification - Time Cuts

Complaint Summary	The offender complained that he had completed PLUS in 2009, but had not received the time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Religious Services Director Dave Liebel who reviewed the matter.
Outcome	The offender was given the time cut.
Follow-up	No follow-up necessary as the offender has received the time cut.

2. New Castle Correctional Facility

Complaint Type	Correspondence
Complaint Summary	The offender complained that he had been placed on a six month J-pay restriction for a first offense, which violates policy.
Basis for Claim	02-01-103
Investigative Summary	The Bureau contacted Assistant Superintendent Scott Fitch.
Outcome	The offender's restriction was changed to three months, per policy.
Follow-up	No follow-up necessary as the offender has served his three month restriction.

3. Pendleton Correctional Facility

Complaint Type	Clothing
Complaint Summary	The offender complained that he had on is only set of clothes because laundry took his others over a month ago, but none had been returned.
Basis for Claim	02-01-104 Offender Grooming, Clothing, and Hygiene
Investigative Summary	The Bureau contacted Penney Eden, Administrative Assistant at the facility.
Outcome	The offender received additional clothing.
Follow-up	No follow-up necessary as the offender has received the clothing.

4. Putnamville Correctional Facility

Complaint Type	Visitation
Complaint Summary	The offender complained that he had been wrongly placed on visitation restriction based upon having been placed on a visitation restriction under a previous incarceration.
Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted Assistant Superintendent Mike Rains at the facility.
Outcome	The visitation restriction was lifted.
Follow-up	No follow-up necessary as the offender's visitation privileges have resumed.

5. Westville Correctional Facility

Complaint Type	Work
Complaint Summary	The offender complained that he had a conduct report dismissed, but had not been paid for the job that he was removed from due to the conduct report.
\Basis for Claim	02-04-101 The Adult Offender Disciplinary Code
Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant, at the facility.
Outcome	The offender was awarded back pay
Follow-up	No follow-up necessary as the offender has received the back pay.

6. Volunteers of America – Evansville

Complaint Type	Personal Property
Complaint Summary	The offender complained that he had been transferred over two and a half months ago, but had not received his funds from his trust account.
Basis for Claim	04-01-104 Inmate Trust Fund
Investigative Summary	The Bureau contacted Rick Newton, Administrative Assistant at the facility.

Outcome The offender received his trust funds.

Follow-up No follow-up necessary as the issue has been resolved.

Follow-up from Previous Months

1. New Castle Correctional Facility - Medical Care

Synopsis: The offender complained that medication pass times at the facility are erratic and prolonged.

30 – Day Review: Medication pass times were reviewed and have improved.